Frequently Asked Questions Related To Governance And The Rationalization

- **What is meant by Governance?**
  Governance is a new statewide way of doing business that aligns with the Governor's belief that if we do this right, we will do more than just balance the budget. The Governance Model is the best stated by the mission statement: "The Information Technology and Telecommunication owners within the agencies of the State of Illinois will enable delivery of services to the citizens of the State at the lowest cost and at the proper service level. Through consolidation of the IT Infrastructure, the State will leverage the domain expertise of the agencies in meeting the needs of their customers; guided by a system of governance that assures:

  1. Alignment of service
  2. Rigorous asset management
  3. Lowest material cost
  4. Professional program management

  The net effect will be to deliver 'more for less.'

  The mission statement will help create a professional organization that will be the structure for an enterprise approach to managing IT and Telecom in the State of Illinois. The governance procedures will: help ensure that adequate resources are available for the State's delivery of services; standards are used, where possible, to insure uniformity; assets and resources are not duplicated; expertise will be available where needed; and that IT and Telecom services will be economical, effective and efficient.
  Source: BCCS

- **What is the IT/Telecommunications Rationalization?**
  The purpose of the Rationalization projects is to identify any cost savings to the State by reducing unnecessary duplication of hardware, software, and personnel resources. IT Rationalization encompasses looking at mainframes, servers and software consolidation. It also includes the IT master plan, work force rationalization and e-mail standards. Telecom rationalization includes: verification of telecommunication statistics and KPIs; workforce rationalization; data network rationalization; voice network rationalization; and the telecommunications master plan.
  Source: Rationalization RFP

- **Is the IT Rationalization and Telecom Rationalization the same thing?**
  IT and Telecom Rationalization follow similar processes, but each address different areas. See the answer to the question above:
  Source: EPMO

- **Are all IT functions going to be provided by BCCS?**
  Through the newly defined Governance Model, we are going to help facilitate the concepts of center leading, centers of excellence and centralization. Center leading involves the coordination of IT functions through a central organization. Centers of excellence represent the best organizations equipped to lead IT functions. Centralization involves the consolidation of IT functions in one organization.
  Source: EPMO

- **When is all this consolidation supposed to take place?**
  Consolidation is not the primary goal of the Rationalization projects, but is one of the several recommendations that have emerged. A certain degree of consolidation is going to take place to better manage IT budgets, assets and resources. Other rationalization initiatives have a broader focus as defined in Senate Bill 874 and outlined in the Governance Model.
  Source: Jay Carlson, Bureau Chief-BCCS

- **Will the State's IT Support be outsourced because of this Rationalization? If so, when?**
  Outsourcing is not the focus of either the IT or Telecom Rationalization projects.
  Source: Jay Carlson, Bureau Chief-BCCS

- **Will agencies be allowed to place orders against the TSP (Technical Services Program) now. Short-term use of consultants while the rationalization is moving forward.**
  The TSP agreement has been fully executed and is available for use, when appropriate. However, the use of the TSP is not considered a long-term solution for IT contractor procurement.
  Source: BCCS, Procurement

- **What guarantee will my agency have as to maintaining service levels after the Rationalization?**
  The Governor sees this time of fiscal constraint as an opportunity to bring about fundamental change in the way we do business, but that does not mean sacrificing service. It means working with greater efficiency to maintain – and perhaps even enhance- service levels. In relation to the IT Infrastructure consolidation, new Service Level Agreements (SLA) will be created with the help of the agency to adequately capture the appropriate service level to maintain and the associated terms of fulfillment.
  Source: BCCS

- **What is the BCCS EPMO?**
  The BCCS (Bureau of Communications and Computer Services) EPMO (Enterprise Program Management Office) is a governing entity within CMS that is primarily responsible for managing the IT and Telecom Rationalization Projects and the State's newly established Governance Model.
  Source: EPMO

- **What is the BCCS Agency Relations Team?**
  The Agency Relations team has the responsibility to serve as the principle contact for State agencies and their business as it relates to BCCS services and activities. Addressing rationalization concerns and supporting business case development are examples of some of the duties of the Agency Relations Team. Organizationally, this group is part of the BCCS EPMO and Customer Service Group.
  Source: BCCS

- **How do we fill out a Charter?**
  A BCCS Agency Relations representative will be assigned to assist you in the completion of the Charter, as well as completing other EPMO requirements. In addition, there will be a Charter instruction document posted on the Technology Governance Website.
  Source: EPMO

- **When are we going to be able to enter Charters electronically?**
  We are actively working towards having the ability to electronically submit Charters.   Although a delivery date hasn't been determined, we anticipate having that functionality sometime in FY05. In the interim, we will have a template available for download on the Technology Governance website and through your agency relations representative.
  Source: BCCS

- **Where do we find more about the Rationalization Projects?**
  There are a number of avenues available to find out more about the Rationalization projects. The Technology Governance Website, the Architecture Review Board, your BCCS Agency Relations representative, your agency's Change Agent or the Illinois Technology Board of Advisors (ITBA) are all viable sources of information.
  Source: EPMO

- **What's the process for making suggestions or asking questions?**
  Feel free to contact your Agency Relations Representatives as listed on the Technology Governance Website or send an email to ITRationalization@cms.state.il.us .
  Source: EPMO